



AF
PATENT

I hereby certify that on the date specified below, this correspondence is being deposited with the United States Postal Service as first-class mail in an envelope addressed to Mail Stop AF, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

February 9, 2007

Ayesha J. Shaikh

Ayesha J. Shaikh

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Appl. No. : 09/824,853

Confirmation No. : 9972

Applicants : Simon Jacobs and Guy Druce

Filed : April 2, 2001

Attorney Docket No.: 500744.02

Art Unit : 3623

Customer No. : 27,076

Examiner : Scott L. Jarrett

Title : ASSIGNING CUSTOMER ORDERS TO SCHEDULE OPENINGS UTILIZING
OVERLAPPING TIME WINDOWS

SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT

Mail Stop AF
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

In accordance with 37 C.F.R. §§ 1.56 and 1.97 through 1.98, applicants wish to make known to the Patent and Trademark Office the references set forth on the attached form PTO-1449 (copies of the cited references, as required under 37 C.F.R. § 1.98, are enclosed). Although the aforesaid references are made known to the Patent and Trademark Office in compliance with applicants' duty to disclose all information they are aware of which is believed relevant to the examination of the above-identified application, applicants believe that their invention is patentable.

02/15/2007 LWONDIM1 00000062 09824853

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180.00 OP

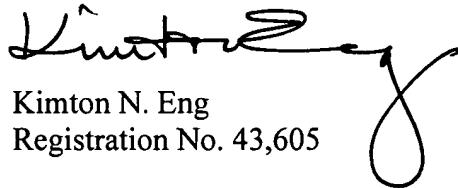
I hereby certify that no item set forth on the attached form PTO-1449 was first cited in a communication from a foreign patent office in a counterpart foreign application, and, to our knowledge, after making reasonable inquiry, no item of information set forth on the attached form PTO-1449 was known to any individual designated in 37 C.F.R. § 1.56(c) more than three months prior to the filing of this Supplemental Information Disclosure Statement.

A fee of \$180 is submitted in accordance with 37 C.F.R. § 1.97(d). The Commissioner is authorized to charge any other fees which may be required, or credit any overpayment to Deposit Account No. 50-1266. A duplicate copy of this sheet is enclosed.

Please acknowledge receipt of this Supplemental Information Disclosure Statement and kindly make the cited references of record in the above-identified application.

Respectfully submitted,

DORSEY & WHITNEY LLP



Kimton N. Eng
Registration No. 43,605

KNE:ajs

Enclosures:

- Postcard
- Check
- Fee Transmittal Sheet (+ copy)
- Copy of Supplemental Information Disclosure Statement
- Form PTO-1449
- Cited References (11)

1420 Fifth Avenue, Suite 3400
Seattle, WA 98101
Telephone (206) 903-8800
Facsimile (206) 903-8820

FORM PTO-1449
(REV.7-80)

FEB 14 2007

U.S. DEPARTMENT OF COMMERCE
PATENT AND TRADEMARK OFFICEATTY. DOCKET NO.
500744.02APPLICATION NO.
09/824,853INFORMATION DISCLOSURE STATEMENT
*(Use separate sheets if necessary)*APPLICANT(S)
Simon Jacobs and Guy DruceFILING DATE
April 2, 2001GROUP ART UNIT
3623

U.S. PATENT DOCUMENTS

*EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	AA	5,590,269	12/31/96	Kruse et al.	395	209	
	AB	5,764,953	06/09/98	Collins et al.	395	500	
	AC	5,774,661	06/30/98	Chatterjee et al.	395	200.33	
	AD	6,484,036 B1	11/19/02	Sorkin et al.	455	508	
	AE	2001/0029499 A1	10/11/01	Tuatini et al.	706	47	
	AF						
	AG						

FOREIGN PATENT DOCUMENTS

		DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION
							YES NO
	AH						

OTHER PRIOR ART *(Including Author, Title, Date, Pertinent Pages, Etc.)*

AI	Bisio, R. et al., "Effective Resource Scheduling in Work Force Management Context for Telecommunication Work Centers", Torino, Italy, CPAIOR, 1999. Five pages.
AJ	Collins, J.E. et al., "Autotmated Assignment and Scheduling of Service Personnel", IEEE Expert, April 1994. pp. 33-39.
AK	Guido, B. et al, "Work Force Management (WFM) Issues", Network Operations and Management Systems, IEEE 1998. pp. 473-482.
AL	Jing, J. et al., "WHAM: Supporting Mobile Workforce and Applications in Workflow Environments", Research Issues in Data Engineering, RIDE 2000, February 2000. Eight pages.
AM	Lesaint, D. et al., "Dynamic Workforce Management", The Institution of Electrical Engineers, IEE Colloquium on AI for Network Management Systems, 1997. pp. 1-5.
AN	Lesaint, D. et al., "Dynamic Workforce Scheduling for British Telecommunications plc", Interfaces, Vol. 30, No. 1, January-February 2000. pp. 45-52.

EXAMINER	DATE CONSIDERED

* EXAMINER: Initial if reference considered, whether or not criteria is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant(s).

Effective on 12/08/04



FEE TRANSMITTAL SHEET (FY 2006)

Applicant claims small entity status (see 37 C.F.R. 1.27)

<i>Complete if Known</i>	
Application No.	09/824,853
Filing Date	April 2, 2001
First Inventor	Simon Jacobs
Group Art Unit	3623
Examiner Name	Scott L. Jarrett
Atty. Docket Number	500744.02

METHOD OF PAYMENT (Check One)

The Director is hereby authorized to charge any additional fee required under 37 C.F.R. §§ 1.16 and 1.17 and 1.136(a)(3) and credit any over payments to Deposit Account No. 50-1266; Deposit Account Name: DORSEY & WHITNEY LLP.

Check Enclosed.

Extra Claim Fees

Current Claims	Prior	Extra	Fee	Fee Paid
Total	20	=	x \$	\$
Ind.	3	=	x \$	\$
Multiple Dependent Claims		x \$	=	\$
			Subtotal (Extra Claims)	\$0

Petition Fee Under 37 CFR 1.17(f), (g), & (h)

Enclosed is a Petition filed under 37 CFR as indicated below:

<input type="checkbox"/> Petition Fee under 37 CFR 1.17(f)	Fee \$400
§ 1.53(e) to accord a filing date.	
§ 1.57(a) to accord a filing date.	
§ 1.182 for decision on a question not provided for.	
§ 1.183 to suspend the rules.	
§ 1.378(e) for reconsideration of decision on petition refusing delayed payment of maintenance fee in expired patent.	
§ 1.174(b) to accord a filing date to an application under §1.740 for extension of patent term.	
<input type="checkbox"/> Petition Fee under 37 CFR 1.17(g)	Fee \$200
§ 1.12 for access to an assignment record.	
§ 1.14 for access to an application.	
§ 1.47 for filing by other than all inventors or person not the inventor.	
§ 1.59 for expungement of information.	
§ 1.103(a) to suspend action in an application.	
§ 1.136(b) for review of a request for ext. of time when §1.136(a) not avail.	
§ 1.295 for review of refusal to publish a statutory invention registration.	
§ 1.296 to withdraw a req. for pub. after notice of intent to publish issued.	
§ 1.377 for review of decision refusing to accept a maintenance fee filed prior to expiration of a patent.	
§ 1.550(c) for request for ext. of time in <i>ex parte</i> reexam. proceedings.	
§ 1.956 for request for ext. of time in <i>ex parte</i> reexam. proceedings.	
§ 5.12 for expedited handling of foreign filing license.	
§ 5.15 for changing the scope of a license.	
§ 5.25 for retroactive license.	
<input type="checkbox"/> Petition Fee under 37 CFR 1.17(h)	Fee \$130
§ 1.19(g) to request documents in a form other than provided in this part.	
§ 1.84 for accepting color drawings or photographs.	
§ 1.91 for entry of a model or exhibit.	
§ 1.102(d) to make an application special.	
§ 1.138(c) to expressly abandon an application to avoid publication.	
§ 1.313 to withdraw an application from issue.	
§ 1.314 to defer issuance of a patent.	

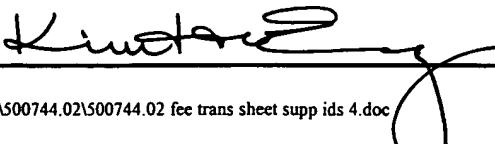
3. ADDITIONAL FEES			
Large Entity Fee	Small Entity Fee	Fee Description	Fee paid
50	25	Surcharge - late provisional filing fee or cover sheet	\$
130	65	Surcharge – Late nonprovisional filing fee or oath	\$
180	180	Submission of IDS	\$180
40	40	Recording each patent assignment per property (times number of properties)	\$
120	60	Extension for reply within first month	\$
450	225	Extension for reply within second month	\$
1,020	510	Extension for reply within third month	\$
1,590	795	Extension for reply within fourth month	\$
2,160	1,080	Extension for reply within fifth month	\$
790	395	Submission After Final 1.129	\$
500	250	Notice of Appeal	\$
500	250	Filing a brief in support of an appeal	\$
1,000	500	Request for oral hearing	\$
130	65	Terminal Disclaimer Fee	\$
800	400	Design Issue Fee	\$
790	395	Request for Continued Examination (RCE)	\$
130		Request for voluntary publication or republication	\$
500	250	Petition to Revive – unavoidable	\$
1,500	750	Petition to Revive – unintentional	\$
200		Filing for patent term adjustment	\$
400		Request for reinstatement of term reduced	\$
1,120		Extension of term of patent	\$
OTHER FEE (specify)			
Subtotal (Additional Fees)			\$180
Total Amount of Payment:			\$180

Submitted by:

CUSTOMER NUMBER 27,076	DORSEY & WHITNEY LLP	1420 Fifth Avenue, Suite 3400 Seattle, WA 98101-4010 (206) 903-8800 phone / (206) 903-8820 fax
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Name: Kimton N. Eng

Reg. No.: 43,605

Signature: 

Date:
2/9/2007